



Six Month Garbage Rate Reduction Assistance Program

RESIDENTIAL CUSTOMERS WHAT TO EXPECT ON YOUR UTILITY BILL

Due to continued impacts from the COVID-19 pandemic, the Santa Clara City Council approved on Sept. 1, 2020 additional garbage rate assistance for residents for six months. The previously approved \$3/month rate reduction for residential customers from August 2020 through January 2021 was increased to make up for the planned garbage rate increase that went into effect on Aug. 1, 2020. Below is a detailed summary on what to expect on your utility bill and how credits will be applied (limited exceptions may apply).

Residential Customers:

- Residential customers paid 2020 rates for the months of August and September.
- Residential customers received a \$3 discount per month for August and September.
- **October 2020:** October bills will show the following adjustments. (See sample on page 2)
 - Residential customers will be reimbursed the difference between the 2019 and 2020 rates paid in August and September.
 - The City will recover the \$6 (\$3/month discount for August and September).
 - Due to the COVID-19 pandemic, no late fees or disconnection. For six months, residential rates revert to 2019 rates. The October bill includes credits for August and September.
- **November 2020 through January 2021:** Residential bills will automatically revert back to 2019 rates. (See sample on page 2)
 - Due to the COVID-19 pandemic, no late fees or disconnection. The November bill will revert to 2019 refuse rates.

What You Will See on Residential Bills for October 2020: Residential customers will be reimbursed the difference between the 2019 and 2020 rates paid in August and September. The City will recover the \$6 (\$3/month discount for August and September). The \$6 item will not be shown as a line item. The refuse charge amount will automatically include these adjustments.

SAMPLE OCTOBER 2020 RESIDENTIAL BILL

City of Santa Clara Municipal Utilities REGULAR BILL

103 1 AUG 20



Account Number: 00012345-06
Account Name: JOHN DOE
Service Address: 1500 WARBURTON

Bill Date: 10/08/2020
Amount Due: \$202.01
Customer Service: (408) 615-2300

Current Charges

⚡ Silicon Valley Power		\$31.04
Meter Charge	\$3.53	
Energy	\$26.79	
248 kWh X \$.10803/kWh = \$26.79		
Public Benefit Charge	\$0.65	
State Surcharge	\$0.07	
Water / Sewer / Solar		\$140.98
Water	\$96.45	
Sewer	\$44.53	
Refuse (Discount Applied*)	\$22.06	\$28.03
Garbage/Yard Trimming/Rec	\$5.67	
Annual Clean Up Campaign	\$0.30	
Household Hazardous Waste		
Miscellaneous		\$1.96
Storm Drain Charge	\$1.96	

Current Charges Total \$202.01

Billing Comments

THIS BILL IS DUE UPON RECEIPT

To avoid late charges and additional fees,
pay 202.01 IN FULL before 10/29/2020.

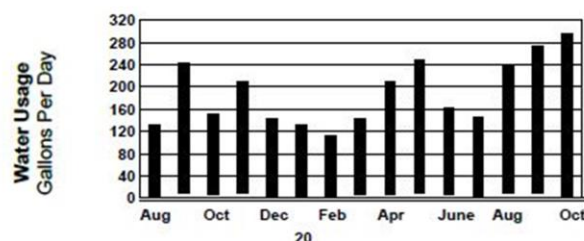
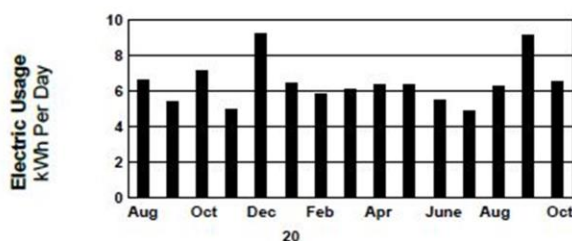
For more information, see back of bill.

Billing Information

Previous Balance	\$216.39
Payments (10/01/2020) - Thank You	-\$216.39
Current Charges	\$202.01
Amount Due	\$202.01

Usage Table and History Graphs

Service Type	Read Dates		Days	Meter Readings		Mult	Usage	Meter Number	Rate	This Month This Year (Daily Avg.)	This Month Last Year (Daily Avg.)
	Prior	Current		Current	Prior						
E	09/05	10/05	30	AMI		1	248 kWh	1020035950	RFD1	7 kWh	7 kWh
W	09/05	10/05	30	1598	1583	1	15 HCF	8609021	W58	295 Gal	0 Gal



*Due to COVID-19, no late fees or disconnection. For 6 months, residential rates revert to 2019 rates. This bill includes credits for Aug./Sept. Visit SantaClaraCA.gov/GarbageRates for info.

What You Will See on Residential Bills November 2020 through January 2021: Residential customers will automatically revert back to 2019 rates. The refuse charge will automatically include this adjustment.

**SAMPLE NOVEMBER 2020
RESIDENTIAL BILL**

City of Santa Clara Municipal Utilities
REGULAR BILL

Account Number: 00012345-06
Account Name: JOHN DOE
Service Address: 1500 WARBURTON

Bill Date: 11/09/2020
Amount Due: \$210.57
Customer Service: (408) 615-2300

Current Charges

	Silicon Valley Power	\$31.04
	Meter Charge	\$3.53
	Energy	\$26.79
	248 kWh X \$.10803/kWh = \$26.79	
	Public Benefit Charge	\$0.65
	State Surcharge	\$0.07
	Water / Sewer / Solar	\$140.98
	Water	\$96.45
	Sewer	\$44.53
	Refuse (Discount Applied*)	\$36.59
	Garbage/Yard Trimming/Rec	\$30.62
	Annual Clean Up Campaign	\$5.67
	Household Hazardous Waste	\$0.30
	Miscellaneous	
	Storm Drain Charge	\$1.96
Current Charges Total		\$210.57

Billing Comments

THIS BILL IS DUE UPON RECEIPT

To avoid late charges and additional fees,
pay 210.57 IN FULL before 11/30/2020.

For more information, see back of bill.

Billing Information

Previous Balance	\$216.39
Payments (11/01/2020) - Thank You	-\$216.39
Current Charges	\$210.57
Amount Due	\$210.57

Usage Table and History Graphs

Service Type	Read Dates		Days	Meter Readings		Mult	Usage	Meter Number	Rate	This Month This Year (Daily Avg.)	This Month Last Year (Daily Avg.)
	Prior	Current		Current	Prior						
E	10/05	11/05	30	AMI		1	248 kWh	1020035950	RFD1	7 kWh	7 kWh
W	10/05	11/05	30	1598	1583	1	15 HCF	8609021	W58	295 Gal	0 Gal

Electric Usage
kWh Per Day

Water Usage
Gallons Per Day

*Due to COVID-19, no late fees or disconnection. This bill reflects 2019 refuse rates through 1/31/21. Visit SantaClaraCA.gov/GarbageRates for info.

Residential Rate Chart

The following rates reflect a series of discounts and credits applied to garbage accounts.

20 Gallon Cart Single/Multi Family		
Month	Rate Type	Net Billed Rate (Discounts and adjustments applied)
August	2020	26.60
September	2020	26.60
October	2019	16.01
November	2019	23.07
December	2019	23.07
January	2019	23.07
February	2020	29.60

20 Gallon Cart Townhome		
Month	Rate Type	Net Billed Rate (Discounts and adjustments applied)
August	2020	14.80
September	2020	14.80
October	2019	5.89
November	2019	11.83
December	2019	11.83
January	2019	11.83
February	2020	17.80

32 Gallon Cart Single/Multi Family		
Month	Rate Type	Net Billed Rate (Discounts and adjustments applied)
August	2020	34.90
September	2020	34.90
October	2019	22.06
November	2019	30.62
December	2019	30.62
January	2019	30.62
February	2020	37.90

32 Gallon Cart Townhome		
Month	Rate Type	Net Billed Rate (Discounts and adjustments applied)
August	2020	23.10
September	2020	23.10
October	2019	11.94
November	2019	19.38
December	2019	19.38
January	2019	19.38
February	2020	26.10

64 Gallon Cart Single/Multi Family		
Month	Rate Type	Net Billed Rate (Discounts and adjustments applied)
August	2020	52.70
September	2020	52.70
October	2019	29.99
November	2019	45.13
December	2019	45.13
January	2019	45.13
February	2020	55.70

64 Gallon Cart Townhome		
Month	Rate Type	Net Billed Rate (Discounts and adjustments applied)
August	2020	40.90
September	2020	40.90
October	2019	19.87
November	2019	33.89
December	2019	33.89
January	2019	33.89
February	2020	43.90

96 Gallon Cart Single/Multi Family		
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96 Gallon Cart Townhome		
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Month	Rate Type	Net Billed Rate (Discounts and adjustments applied)
August	2020	70.60
September	2020	70.60
October	2019	37.72
November	2019	59.64
December	2019	59.64
January	2019	59.64
February	2020	73.60

Month	Rate Type	Net Billed Rate (Discounts and adjustments applied)
August	2020	70.60
September	2020	70.60
October	2019	37.72
November	2019	48.40
December	2019	48.40
January	2019	48.40
February	2020	73.60

FOR MORE INFORMATION

For more information or questions about garbage rates, visit the website at SantaClaraCA.gov/GarbageRates.

Email: utilitybilling@santaclaraca.gov

Utility Billing Customer Service: 408-615-2300

My Utilities Account webpage: santaclaraca.gov/our-city/departments-a-f/finance/my-utilities-account